

Quality Policy

The Foundation for Social Improvement (the 'Organisation') aims to provide defect free products to its customers on time and within budget.

The Organisation operates a Quality Management System that has gained BS EN ISO 9001 : 2015 certification, including aspects specific to the provision of training, advice, support and consultancy services.

The management is committed to:

1. Develop and improve the Quality Management System
2. Continually improve the effectiveness of the Quality Management System
3. The enhancement of customer satisfaction

The management has a continuing commitment to:

1. Ensure that customer needs and expectations are determined and fulfilled with the aim of achieving customer satisfaction
2. Communicate throughout the Organisation the importance of meeting customer needs and all relevant statutory and regulatory requirements.
3. Establish the Quality Policy and its objectives
4. Ensure that the Management Reviews set and review the quality objectives, and reports on the Internal Audit results as a means of monitoring and measuring the processes and the effectiveness of the Quality Management System
5. Ensure the availability of resources

The structure of the Quality Management System is defined in this Quality Manual.

All personnel understand the requirements of this Quality Policy and abide with the contents of the Quality Manual.

The Organisation complies with all relevant statutory and regulatory requirements.

The Organisation constantly monitors its quality performance and implements improvements when appropriate.

This Quality Policy is regularly reviewed in order to ensure its continuing suitability.

Copies of the Quality Policy are made available to all members of staff. Copies of the minutes of Management Reviews, or extracts thereof, are provided to individual members of staff in accordance with their role and responsibilities as a means of communicating the effectiveness of the Quality Management System.

Reviewed: January 2021

Equality & Diversity Policy

Our values

As a charity we are committed to improving society. Promoting social inclusion, equality of opportunity and diversity is not just about ticking boxes but our social conscience.

This policy is underpinned by our values:

Our commitments

At FSI 'Everyone Matters' and we are committed to eliminating discrimination and encouraging diversity amongst our employees, beneficiaries and supporters. Equality and diversity is a golden thread that supports our strategic objectives of supporting the charity sector to delivering social and economic outcomes that reduces social exclusion.

- › We are committed to making a difference by promoting equal opportunities and equal access to our services.
- › We are passionate about delivering services that have a positive impact for charities who support those who are excluded, disadvantaged and marginalised.
- › We value the creativity that comes from employing a diverse mix of people, from different backgrounds, with differing perspectives, talents, ideas and skills.
- › We want to challenge conventional thinking and remove barriers that can exclude people from participation and achieving their potential.
- › We want to develop and empower our employees to make a difference in their communities.

The Diversity Vision of the FSI

Equality and Diversity is at the heart of who we are and what we do, through this we provide opportunity and inclusion for all.

Purpose

The purpose of this policy is to provide equality and fairness for all in employment, who take our services and who support the charity and not to discriminate on any grounds including gender, transgender, pregnancy, marital status, race, ethnic origin, colour, nationality, disability, sexual orientation, religion, or age.

- › We will implement our commitments in this Equality and Diversity Policy through our day to day activities
- › We will value and celebrate the diversity that exists amongst our workforce, beneficiaries and supporters and are committed to creating a working, learning and supporting environment in which everyone can take full part.
- › We will identify and address the barriers due to prejudice, discrimination, economic or social exclusion.
- › We will listen and respond to the views of our employees, supporters and beneficiary community

- › We will treat all employees whether temporary or part-time, beneficiaries, volunteers, donors and visitors with dignity and respect.
- › We will ensure the communications we produce positively reflect and promote the diversity of our employees, beneficiaries and supporters. We will ensure our communications are accessible and available in different formats where a need has been identified.

Working Environment

To create an environment in which individual differences and the contributions of all our employees, beneficiaries, volunteers and donors are recognised and valued.

Our staff, beneficiaries, volunteers and donors are entitled to a working/volunteering/delivery environment which is free of discrimination, harassment and bullying.

Our workplace and service delivery centre are environments where our staff, beneficiaries, volunteers and donors are treated with dignity and respect, and they feel welcome, safe and inspired.

We believe our charity will be a better, more creative and innovative place to work as a result of managing our people in a way that gets the best from their diversity; values their different perspectives and individual backgrounds; and integrates fairness and equity into every aspect of our employment practices.

A commitment to our staff - in summary the FSI will

- › Recruiting, attracting, developing and retaining the most talented people who share our values.
- › Provide a safe and accessible working environment that values and respects the identity and culture of each individual.
- › Ensure that all employees have access to promotion, learning and development opportunities so that their contribution and potential are maximised.
- › FSI believes that the promotion of flexible working can increase staff motivation, reduce employee stress and improve performance and productivity.
- › To regularly review all of our policies and procedures to ensure fairness.
- › Breaches of our equality policy will be regarded as misconduct and could lead to disciplinary proceedings or withdrawal of services.
- › To create a workforce that will be truly representative of all sections of society and each employee feels valued and able to give their best.

A commitment to our beneficiaries

- › We are committed to ensuring our services are fair, responsive and accessible to all.
- › We are committed to fairness for all in learning entitlements, training and service delivery and do not discriminate on any grounds including gender, transgender, pregnancy, marital status, race, ethnic origin, colour, nationality, disability, sexual orientation, religion, age, offending status and class.
- › We ensure our beneficiaries are aware of our services and we deliver our services in ways that match their needs.

- › We ensure that our service delivery centres are accessible.
- › We consult with and involve our beneficiaries and communities in the development of services as appropriate.
- › When working with partners, we will ensure they comply with equality legislation and provide appropriate accessible services to our beneficiaries.
- › Our approach to our beneficiaries should ensure that our services are inclusive, accessible and free of discrimination.

FSI Roles and Responsibilities (Discrimination/Harassment/Victimisation)

All FSI staff have a responsibility to ensure that they do not ignore, trivialise or condone discrimination, harassment, victimisation and bullying of any kind by others and to ensure their own conduct conforms to the expected standards and reflects this policy document.

Trustee Board & Senior Management

The ownership of all E&D policies and plans sits with the Management Board in respect of their Corporate Responsibilities. They will:

- › Set the vision and direction for the approach FSI takes to Equality and Diversity
- › Ensure E&D is aligned with business goals and joined up across all work streams
- › Promote equality and diversity vision with beneficiary, volunteer, donor and other strategic partners, and communities
- › Promote a culture that values and celebrates diversity
- › Fulfil its corporate responsibilities in terms of governance and legal compliance and contractual requirements
- › Ensure FSI services are free of barriers to participation and accessible to all beneficiaries

Senior Management Team

FSI has established a Senior Management Team (SMT), SMT will oversee and monitor our progress regarding compliance with the necessary equality and diversity legislation, and ensure that this is incorporated in the FSI Equality and Diversity Policy.

Employees' responsibilities

All employees have a responsibility to:

- › Promote FSI's values, diversity vision and equality policy
- › Treat all employees, beneficiaries, volunteers, donors and strategic partners with dignity and respect
- › Provide services that are free of prejudice, discrimination and harassment
- › Not to stereotype, harass or bully those with whom they work directly or come into contact with in the course of their work
- › Not to ignore instances of harassment, or instigate or pass on malicious rumours and gossip
- › Not to victimise someone for making a complaint

- › Report any incidents of bullying, discrimination or harassment

Reviewed: March 2021